U.S. AIR FORCE

Management of Non-enrolled Patients

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I Have A Question

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The Question

- **How will your MTF handle special physicals (retirement, separation, cross-training, flying, Civilian Occ Health Exams etc.) on non-empanelled/non-enrolled patients?**

A) Give to Flight Medicine Family

B) Figure it out for yourself requirement to perform these exams

C) Give to Practice

D) No

The Question

- **How will your MTF handle special physicals (retirement, separation, cross-training, flying, Civilian Occ Health Exams etc.) on non-empanelled/non-enrolled patients?**

C) Give to Family Practice

- **Figure it out for yourself**

Answer

Is That Your Final Answer?

- **(B) MTF must determine what works best**

How?

Base this decision on workload of PCM teams

- **MTF must consider:**
  - **Which clinic has capacity/access available?**
  - **What type of exams are required?**
  - **Who customers are?**
  - **How many?**
  - **When?**

Mgt of Non-enrolled Patients

- **PH's Role**
  - **Acts as Single Point of entry into MTF**
    - **Key customer service process**
  - **Initiates paperwork as required**
    - **Preparation of paperwork by FHM facilitates process in PCM**
  - **Reviews paperwork prior to patients departure**
- **FSO PCM's Role**
  - **Maintains ownership of all flying exams**
- **PCM's Role**
  - **Performs clinical portion and follow-up of exam**

Mgt of Non-enrolled Patients Con't

- **Anticipated challenges for MTFs**
  - **Performing exams on non-empanelled patients will impact appointment availability for empanelled patients**
  - **Giving all exams to one PCM Team/Clinic may over task them**
  - **Credit for non-empanelled numbers**
    - **Collect Data (CHCS, ADS)**

Summary

Management of Non-enrolled Patients

- MTF must determine what works best
- Must consider workload of all clinics involved
- Must collect data and identify increases in workload on MAPPG

Questions